

## 2625 MONITORING RESIDENTIAL FACILITIES

Chapter: **Provider Management**

Section: **Monitoring**



New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive: **99-13**

Approved:

Effective Date: **June 16, 1999**

Scheduled Review Date:

DCYF Director

Related Statute(s): [RSA 170-E](#), and [RSA 170-G](#)

Related Admin Rule(s): [He-C 6350](#), and [He-C 6420](#)

Related Federal Regulation(s): [SSA 471](#), and [US Code 1356.21](#)

Related Form(s): **FORM 2425**

Bridges' Screen(s) and Attachment(s):

### Purpose

To establish the quality assurance process for monitoring certified residential facilities that ensures that quality services are being delivered to DCYF children and families pursuant to RSA 170-G:4 XVIII. The process is designed not to duplicate the functions of other State regulatory agencies, yet allows DCYF to conduct comprehensive reviews of the service delivery at each facility.

### Policy

- I. The quality assurance process for residential facilities is primarily based on 2 components:
  - A. The provider's compliance with the Certification for Payment Standards (He-C 6350) and the Medicaid Covered Services in Residential Facilities (He-C 6420); and
  - B. Consumer satisfaction with the services offered by the provider which includes both surveying the stakeholders as part of the program reviews and investigating programmatic concerns registered with DCYF.
- II. For in-state facilities, the quality assurance process is also based on the requirements identified in He-C 6350.10. In addition to formal site visits identified in He-C 6350.10 that are conducted once every 2 years, an "off year" technical assistance visit is made which assesses:
  - A. Current status of the program; and
  - B. Implementation of any corrective action plan.
- III. For out-of-state facilities, the quality assurance process is also based on:
  - A. An annual review through the use of the Certification Renewal Application (Form 2425) which includes:
    1. An update of any changes in the program;
    2. Ensuring that the facility is in good regulatory standing by securing a current license from that State; and
    3. A review of the utilization of the facility by DCYF and any on-going programmatic concerns that may be affecting the quality of services.

- B. As part of the certification renewal approval process, if a compliance issue is detected, either a site visit is conducted to review the program or that State's regulatory agency is contacted for information which ensures that the facility is in the process of correcting any deficient areas.

### **Procedures**

- I. The residential quality assurance process is coordinated by the Residential Program Specialist who is responsible for:
  - A. Participating in the site visits to all residential facilities;
  - B. Being the liaison for DCYF with the provider;
  - C. Preparing and securing the needed quality assurance information for a site visit;
  - D. Arranging the logistics for a site visit (usually 6 weeks in advance) with the provider and other DCYF staff participating in the review;
  - E. Interviewing staff, residents, and board members at the facility;
  - F. Assessing program strengths and weakness;
  - G. Identifying areas of non-compliance to be addressed at the site visit;
  - H. Conducting an exit interview with the provider;
  - I. Preparing a written site visit report for the provider which includes:
    - 1. A description of the visit;
    - 2. Commendations and exemplary service areas;
    - 3. A program description;
    - 4. Non-compliance issues and areas of concerns; and
    - 5. Results of consumer surveys and interviews.
  - J. Forwarding copies of the report to DCYF administrators and supervisors and when applicable the Department of Education and the DHHS Office of Program Support;
  - K. Reviewing the residential provider's plan of correction, preparing written correspondence that will assist the provider to come into compliance;;
  - L. Maintaining a tickler file which ensures that the required timeframes for site visits and corrective action plans are met; and
  - M. Conducting technical assistance visits that ensure corrective action plans are implemented by the provider.
- II. Quality assurance reviews are conducted by DCYF staff who have the expertise needed to evaluate and assist residential programs in the following areas:

- A. Meeting the clinical needs of children and youth;
- B. Evaluating the various services offered by the program;
- C. Assessing staff patterns, communication, staff qualifications and training;
- D. Identifying strengths and weaknesses of the program;
- E. Providing technical assistance in problem areas; and
- F. Evaluating the program's compliance with administrative rules and contract requirements.